

August 9, 2005  
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VoiceRide, LLC  
655 Shrewsbury Avenue, Suite 210  
Shrewsbury, New Jersey 07702

Ms. Marlene H. Dortch, FCC Secretary  
Federal Communications Commission  
9300 East Hampton Drive  
Capitol Heights, MD 20743  
Attention: Office of the Secretary

**RE: WC Dockets 04-36 and 05-196**  
**Subscriber Notification and Acknowledgement Status and Compliance**  
**Report**  
**VoiceRide, LLC**

Dear Ms. Dortch:

Submitted herewith on behalf of VoiceRide, LLC is a "Subscriber Notification and Acknowledgement Status and Compliance Report." This is being filed in accordance with the Commission's Public Notice DA 05-2085 released July 26, 2005.

Any questions you may have regarding this filing may be directed to me at (407) 740-3008, or [cneeld@tminc.com](mailto:cneeld@tminc.com).

Sincerely,

Craig Neeld  
Consultant to VoiceRide, LLC

cc: Byron McCoy – FCC  
Kathy Berthot – FCC  
Janice Myles - FCC

file: M. Burgess - VoiceRide  
VoiceRide - FCC E911  
tms: FCCv0501

Subscriber Notification and Acknowledgement Status & Compliance Report  
FCC WC Docket No. 05-196

*Detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers.*

On July 27, 2005, VoiceRide, LLC (the Company) sent letters via certified mail, return receipt, to each of its subscribers with the following content:

***VoiceRide Letterhead***

Dear:

**PLEASE NOTE: YOUR RESPONSE IS REQUIRED -- READ BELOW**

Pursuant to the recent FCC's Order regarding VoIP E911 rules, which was released on June 3, 2005 (WC Docket No. 04-36), VoiceRide LLC is required to provide written notification regarding VoiceRide's 9-1-1 emergency services capabilities. You should be aware that E9-1-1 emergency services are not available through your VoiceRide service.

Enclosed are six (6) warning labels (with adhesive backing) for you to place on or near any telephone receivers that are being used for your VoiceRide service.

As a reminder, when you initiated your VoiceRide service, the telephone adapter you received from VoiceRide (e.g., the device that connects to your computer to enable voice over IP calls) contained a similar warning label that read as follows:

*"ATTENTION! By breaking this seal, you agree to the Terms and Conditions that are enclosed with your Standard Telephone Adapter. You acknowledge and understand that 9-1-1 emergency services are not supported by this service. For this reason, we strongly recommend that customers maintain at least one standard telephone line to contact emergency services when required."*

VoiceRide is working with its industry partners to achieve VoIP E9-1-1 capabilities later this year.

**Your Acknowledgment is Required**

As a VoiceRide customer, you are required to read, sign and return your acknowledgement to the statement below. A postage paid, self-addressed envelope is enclosed for this purpose. *If you do not return this letter by August 29, 2005, the FCC requires VoiceRide to disconnect your service.*

**Customer Acknowledgement**

I have read this advisory from VoiceRide and fully understand that E9-1-1 emergency services are not available through my VoiceRide service.

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Customer Signature

Sincerely,

VoiceRide Customer Care Team

*Quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005.*

To date, VoiceRide has received a USPS return receipt from 31% of customers indicating that they received the VoiceRide certified letter. VoiceRide has also received one signed acknowledgement from one customer.

*Detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e. e-mail, U.S. mail).*

On July 27, 2005, the Company included six (6) warning labels with each customer notification, sent via U.S. Mail. The warning label content is detailed below:

WARNING! Do not use this phone to contact 9-1-1 Emergency Services. 9-1-1 emergency services are NOT supported by this service.

*A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified in the bullet immediately above.*

0 (zero) %

*A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005.*

The Company plans to implement follow-up phone calls and email reminders beginning August 15, 2005. Customers will be contacted by a phone call from customer care three times to receive an acknowledgement. If no acknowledgement can be received by August 30, 2005, service will be terminated. The Company believes that these procedures can effectively reach its entire customer base to obtain acknowledgement.

*Detailed description of how the provider is currently maintaining any acknowledgements received from subscribers.*

The Marketing Department is maintaining detailed paper and electronic files. In addition, customer records are maintained in customer billing systems and tracking systems.

*The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the VoIP E911 Order.*

Mark Burgess  
Director of Marketing  
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